

**Department of Information Services
Customer Advisory Board
October 26, 1998
Meeting Minutes**

Members present:

**Thomas Bynum, Chair, Employment Security Department
Doug Tanabe, Vice Chair, Department of Personnel
Phil Grigg, Department of General Administration
Dan Parsons, Washington State Patrol
Fran Muskopf, Department of Health
Bob Monn, Department of Ecology
Al Bloomberg, Department of Natural Resources
Susie Smith, State Auditor's Office
Tom Parma, Department of Financial Institutions
Jim Reitz, Department of Retirement Systems
Marla Kentfield, Office of the State Treasurer
Dan Fannin, Center for Information Services
Dale Putnam, Washington State Patrol
Shelagh Taylor, Labor and Industries
Judy Schneider, Department of Social and Health Services
Don Price, Department of Corrections
Deea Niema, Department of Transportation
Niela Goyette, Department of Revenue
Mike Almvig, Association of City and Counties**

DIS Staff present:

**Steve Kolodney, Director
Paul Taylor, Acting Deputy Director
Mike McVicker, Assistant Director, DIS
Kathleen White, Communications
John Saunders, Year 2000
Carolyn Barkley, Year 2000
Mary Lou Griffith, MOSTD
Dennis Hausman, MOSTD
Stan Ditterline, MOSTD
Lourdes Collins, MOSTD
Darrel Riffe, MOSTD
Joe McGavick, R&G/MOSTD
Andy Hix, R&G/MOSTD**

Call to order: Thomas Bynum, DIS Customer Advisory Board Chair, called the meeting to order at 1:30 p.m.

Year 2000 Project Update – John Saunders

John gave a status report on the Year 2000 project. He stated that Washington is currently over the 50% compliant mark of mission critical applications. Steve Kolodney stated that the Governor's office has designated Chris Hedrick as the spokesman for the Year 2000 project.

Portfolio Management Update – Darrel Riffe

Darrel stated that four more agencies will be beginning their portfolio management process. Training will be provided to those agencies in November by the Department of Information Services. The portfolio management process continues to be reviewed using these agencies and "lessons learned" during the process. The standards and content document is now available on the CAB website for review. Any questions should be directed to Darrel or Paul Taylor.

Government Technology Conferences – Alan Cox and Barbara Fulton, GTC

GTC is holding a conference in May of 1999 in California. GTC provided their draft agenda and asked for feedback from the CAB. They asked for input on challenges and important projects as well as any other agenda items that IT managers would like to see on the conference agenda.

Sub-Committee Reports – Doug Tanabe

Architecture Sub-committee - Phil Grigg

No report. Meetings are held the first Wednesday of every month at 3:30.

County/Local Government Sub-committee - Dan Parsons/Mike Almvig

Mike provided a brief overview of the recent ACCIS conference.

Human Resources Sub-committee - Doug Tanabe

Doug referred to Bob Hahn from the Department of Personnel. Bob stated that resumes collected at the Career Expo in Seattle have been organized and set up in a system at DOP so all state agencies can review them. He also provided a handout on IT Y-rates for situations where shifting staff from program areas into IT areas may be beneficial.

Finance Sub-committee - Judy Schneider

No report.

Focus for the Future

Thomas Bynum asked the CAB for topics to be addressed for future CAB meetings. Topics discussed were:

- A DIS presentation on their plans for the future and what direction they are heading in;
- How you keep a technology infrastructure maintained and current;
- Strategic vendors – where technology is going, who are the dominant players in state government right now;

- Finance Committee needs another focus;
- Strategies on keeping staff comfortable in current and changing technology;
- Intranet, what is going to happen in the future with enabled applications;
- Through portfolio management and courses such as the University of Washington project management course, develop project management expertise;
- Critical success factors in relationship to the network and how we communicate with state and local government and the private sector;
- Digital signatures and restructuring of manual processes to electronic processes (A-19 form as example);
- How to dominate the Internet;
- Improve partnering among state agencies – working with one another on how we can do a better job;
- Keeping apprised with progress on portfolio management; and
- After Year 2000, how to reinvest those resources that are freed up after the conversion.

Next Meeting is scheduled for November 23, 1998 from 1:30 – 3:30 p.m. in the DIS Boardroom.

Meeting adjourned.